Amended Agenda Item #10.



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BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GOVERNOR EDMUND G. BROWN JR



2014 BOARD GOALS

ADMINISTRATION

- Legislative Mandate (AB 269, Chapter 107, Statutes of 2002) Ensure to ensure that
 enforcement takes precedence over all other licensing and regulatory functions as seen in all
 divisions' goals.
- 2. <u>Performance Evaluations</u> Determine the Board's performance of its regulatory functions through completion of targeted stakeholder surveys and feedback from health care, professional, and consumer organizations.
- 3. <u>Organizational Efficiency</u> Enhance Board organizational efficiency, as budget permits, as demonstrated by enrollment and completion of staff development courses, demonstrated advancement of professional growth, utilization of cross training and focused reorganization.
- Greening of the Board Utilize new technology and equipment, as the budget permits, to reduce the amount of paper the Board uses as measured by a decreased amount of paper ordered.

EDUCATION

- Program Performance Collaborate with directors on the development and implementation
 of strategies to improve student comprehension in vocational nursing (VN) and psychiatric
 technician (PT) programs, as evidenced by improved student achievement and improved
 program performance statistics on licensure examinations as evidenced by a decrease of
 programs placed on provisional approval.
- 2. <u>Nursing Education Consultants (NECs) Recruitment & Retention</u> Fill two vacant NEC positions as evidenced by 0% vacancy rate.
- Director Forums Continue statewide Director Forums to inform directors, faculty, and administrators of approved, pre–approved, and proposed VN and PT programs of current statutes, regulations, and other critical issues impacting professional practice and the education of LVNs and PTs as measured by a decrease of programs placed on provisional approval.

ENFORCEMENT

- Consumer Protection Enforcement Initiative (CPEI) Continue to streamline complaint intake, reorganize investigation resources, and reduce the average processing time frames for enforcement actions as measured by actual data reported on a quarterly basis.
- 2. <u>Enforcement Performance Measurement System</u> Continue to meet or exceed established targets in the Department of Consumer Affairs (DCA) Enforcement Performance Measurement System for timely processing of enforcement cases as measured by actual data reported on a quarterly basis.

- 3. Expert Witness Program Broaden the Board's Expert Witness Program by recruiting and training experts to review enforcement cases, provide quality expert opinions, and testimony at administrative hearings regarding gross negligence or incompetence as measured by an increased number of experts and feedback from Deputy Attorneys General and Administrative Law Judges.
- 4. <u>Mandatory Reporting Requirements</u> Implement the expanded mandatory reporting regulations for employers of LVNs and PTs to report resignation for cause, as defined, and for employment agencies and nurising registries to report to the Board the rejection from assignment of a LVN or PT as measured by an increase in reports.

LICENSING

- 1. <u>PT Licensure Examination</u> Fulfill the Board's contractual agreement with the DCA Office of Professional Examination Services to develop, implement, and evaluate a legally defensible and psychometrically sound licensure examination as measured by positive evaluations.
- 2. <u>VN Licensure Examination</u> Fulfill the Board's contractul agreement with the National Council of State Boards of Nursing (NCSBN), Inc., to develop, implement, and evaluate the NCLEX/PN® for a legally defensible and psychometrically sound licensure examination as evidenced by no major incidents.
- 3. <u>Timely Issuance of Licenses</u> Maintain commitment to the timely review of school applications and issuance of licenses to assure rapid entry into the workforce as measured by no complaints regarding processing timeframes and customer service.

REGULATION

- 1. <u>Permissive Site Visits (SB 539, Chapter 338, Statutes of 2011)</u> Complete the rulemaking process to adopt regulations to implement permissive site visits authorizing the Board to conduct an inspection or review of an approved program prior to graduation of the initial class as measured by approval from the Office of Administrative Law.
- 2. Waiver of Renewal Requirements for Licensees on Active Duty (AB 1588, Chapter 742, Statutes of 2012) Complete the rulemaking process to waive the renewal requirements for a licensee, including renewal fees, continuing education, and other requirements determined by the Board, if the licensee is serving on active duty in the Armed Forces or California National Guard as measured by approval from the Office of Administrative Law (OAL).
- 3. <u>Disclosure Requirements for Renewal of License</u> Develop a rulemaking proposal to amend the VN and PT regulations to increase the level of reportable infraction fine amounts, at the time of license renewal, from \$300 to \$500 as measured by a regulation packet sent to the DCA and OAL to begin the rulemaking process.

AUTOMATION

1. <u>BreEZe Project</u> – Empower staff to become competent in the implementation of the new system, BreEZe, which will permit the Board's business processes to be completed quickly online as demonstrated by a smooth transition and few complications.

(2/21/14)